



CITY OF ATLANTA

SHIRLEY FRANKLIN
MAYOR

55 TRINITY AVENUE, S.W.
ATLANTA, GEORGIA 30335-0300
TEL (404) 330-6100

02- C -2082

November 18, 2002

President Cathy Woolard and
Members of Atlanta City Council
City Hall, Suite 2900 South
68 Mitchell Street SW
Atlanta, Georgia 30335

RE: Appointment to the MARTA Board of Directors

Dear President Woolard and Members of the Council:

It is a pleasure for me to appoint Gloria Leonard to serve as a member of the **MARTA Board of Directors** of the City of Atlanta. This appointment is for a **term of four (4) years**, scheduled to begin on the date of Council confirmation.

I am confident that Ms. Leonard will serve MARTA with distinction. A resume is attached for your perusal.

Sincerely,

A handwritten signature in cursive script that reads "Shirley Franklin".

Shirley Franklin

Enclosures

2755 Cornwell Drive
Southwest
Atlanta, Georgia 30311

Phone 404-344-3889
Fax 404-344-3829
E-mail glc157@bellsouth.com
Pager 404-350-8816

404.344.3889

GLORIA LEONARD

Objective

To obtain a position where I can utilize my professional organizing, communicating, listening and team building skills in making a direct impact on an organization.

Experience

1998-2001

- **Photographic Assistant-Retired 1998-Atlanta, GA**

Monitored systems and prioritized work. Direct work to image setters and printers. Developed firm and processed extracts for directory page following specialized photographic requirements. Operated photo processing equipment and computer systems, which include routine maintenance of printer, laser writers and peripheral devices associated with the system.

- **Deputy Clerk Fulton County Superior Court-Atlanta, GA**

Real estate records division proof reading deeds, liens, bonds to discharge and other official documents for accuracy. Also responsible for maintaining bound copies of all real estate and personal property records. Criminal records division files and dockets all indictments and provide record searches upon request.

- **Political Candidate - Fulton County**

Candidate for Fulton County Commissioner 7th District

- **Homes's Feed The Hungry- Resource Development Coordinator-Atlanta, GA**

Developed opportunities and leads for getting donations from the community as well as creating job opportunities for the homeless

1978-1998

- **Human Resource-Benefit Trainer BellSouth - Atlanta, GA**

Trained management and non-management employees on FMLA, Health Care, Leaves of Absence, Long and Short Term Disability.

- **Quality Trainer BellSouth - Atlanta, GA**

Trained management and non-management employees on skills necessary to identify opportunities for quality improvement, including how to solve, analyze, and evaluate new systems.

- **Quality Team Facilitator BellSouth-Atlanta, GA**

Facilitated quality action team meetings between management and non-management employees. Structured program activities, coordinated group exercises, stimulated discussions, asked questions, and clarified key points, and

guided problem solving. Supported participants during moments of confusion and doubt.

- **Executive Vice President Communications Workers of America Local 3204-Atlanta, GA**

Bargained CWA/BellSouth contracts. Processed grievances for union represented employees. Supervised job steward/chief stewards. Coordinated and planned CWA Local 3204 first and only African American History Program. Convened steward meetings as necessary. Responsible for organizing membership. Chaired political action committee for CWA and the Atlanta Labor Council. Coordinated and staffed the phone bank for Governor Roy Barnes Campaign. Responsible for writing briefs. Mediated and arbitrated grievances. CWA Lobbyist - local, state, and federal levels. Chaired CWA Women Committee.

1973-1978

- **Service Advisor BellSouth - Atlanta, GA**

Trained business customers on various types of telephone systems and telephone etiquette.

1971-1973

- **Fraudulent Call Investigator -BellSouth - Atlanta, GA**

Responsible for investigating long distance calls made from college dorms.

1980-1971

- **Commercial Clerk - BellSouth - Atlanta, GA**

Worked in the business office checking business customer's accounts for accuracy and making pay arrangements.

1986-1989

- **Switchboard Operator - BellSouth - Atlanta, GA**

Processed and assisted customers with "0" and "411" dialed calls.

Skills

Certified Paralegal, Trainer/Facilitator, Mediator/Arbitrator, Mobilizer/Organizer, Lobbyist, data entering, Word Processor, and Operation of office equipment: computer, calculator, copier, fax, and photographic equipment.

Volunteer Service

Carter- Steele Pitts Board of Directors, Keep Atlanta Beautiful Board of Directors, Hoses's Feed The Hungry, Labor Working Women, Girl Scout Troop, Bonnybrook Neighborhood Association, Jobs with Justice Committee, MLK March Committee, State Democratic Committee Member, Treasurer Fulton County Democratic Committee, PTSA Douglass High School, Treasurer Band Booster Club, battered women shelter.

Hobbies/Interests

Reading, exercising, traveling, computer/internet, church, community activist, writing poems.